



Position Description

CUSTOMER SERVICE OFFICER – LIBRARY

VALUE–YORK

PRINCIPLES

We are a customer service focused organisation for internal and external customers, as individuals and an organisation we:

- are nimble and dynamic
- demonstrate initiative, are accountable for our actions and responsibilities
- are open to partnerships
- demonstrate our pride in our work and community
- model mutual respect and are inclusive, welcoming all people
- are transparent in how we do things
- work hard on building our resilience

These Principles are supported by the values of the Shire:



Empathy



Courage



Respect

Aspirational Value



Excellence



Position Description: Customer Service Officer - Library

Position Number: Y020

Purpose: To provide customer service and administration for the Shire's library services.

Role Responsibilities

- To support the library administration and provide library patron services as a key role.
- Provide support to customer services at the front counter as required.
- Provide Licensing Support as required.
- Administrative support and other duties as required and approved by supervisor.
- Be an active and engaged partner with the Corporate & Community Services Team, who adds value by completing high quality work, is a positive team member and strives to support the values we seek to foster in our organisation.
- The Council is committed to Work Health and Safety in all areas of the Shire's operations and requires you to comply with the requirements Work Health and Safety Act.

Performance of Duties

- While on duty, staff will give their whole time and attention to the Shire of York's business and ensure that their work is carried out efficiently, economically and effectively, and that their standard of work reflects favourably both on them and on the Shire.
- Staff must also perform their duties impartially and in the best interests of the Shire of York uninfluenced by fear or favour.
- The Shire of York recognises its legal obligations under the Equal Opportunity Act, 1984 and amendment 1992 and will actively promote equal opportunity based solely on merit to ensure that discrimination does not occur on the grounds of gender, age, marital status, pregnancy, race, disability, religious or political convictions.
- Staff must comply with all Shire policies and procedures including but not limited to Policy 08 Employee Code of Conduct.
- Staff must comply with State Records Act 2000 Record Keeping requirements and legislation. All employees of the Shire of York are responsible for ensuring the records relating to the business activities of the Shire are captured into the electronic record system.

Required Skills and Qualifications

Essential

- Sound computer, keyboard and numeracy skills with ability to learn new programs and systems.
- Well-developed communication and interpersonal skills with sound PR and telephone skills
- Sound problem solving, negotiation and follow up skills
- Ability to multi task and work as an effective member of a team.
- Sound administrative skills in record keeping, time management and organisation skills
- Ability to demonstrate patience, integrity and empathy in dealing with customers.

Level of Authority and Organisational Relationships

Reports to:

Senior Librarian

Direct Reports:

Nil

Extent of Authority: Delegations or approvals as directed by the Council, CEO or Executive Manager

Internal Liaisons:

CEO and Executive Managers

Senior Library Officer

Administration and Finance Team

Shire Staff

External Liaisons

Library Users and Visitors, Community, Ratepayers, Public, Shire Visitors

Conditions of Employment: Full time (approx. 7 month contract) plus relief as required.

Classification: Level 3 Inside Staff EBA **Location:** Administration Office.

This position requires flexibility within the role to job share with the Senior Library Officer and to provide back-up to the front counter relief as required.

Position and Conditions Acceptance

Employee Name: _____

Signature: _____

Date: _____

Direct Manager Name: _____

Signature: _____

Date: _____

Last Position Description Review

Date: / /

Next Review Due

Date: / /